

ATTENDANCE:

Alberto Soto	Karen Day
Anne Aikman-Scalese	Katrin Ohlmer
Annebeth Lange	Kavouss Arasteh
Avri Doria	Kristine Dorrain
Bruna Santos	Luisa Paez
Phil Buckingham	Malgorzata Pek
Cheryl Langdon-Orr	Marcelo Eid
Chris Niemi	Maxim Alzoba
Christa Taylor	Michael Flemming
Christopher Wilkinson	Nick Wenban-Smith
Collin Kurre	Olga Cavalli
Donna Austin	Robin Gross
Elsa Saade (GNSO Council Liaison)	Roger Carney
Flip Petillion	Rubens Kuhl
Greg Shatan	Sophie Hey
houkayer	Susan Payne
Jamie Baxter	Taylor Bentley
Juan Manuel Rojas	Vanda Scartezini
Justine Chew	Vivek Goyal

Apologies:

Jeff Neuman
Jim Prendergast

Staff:

Steve Chan
Julie Hedlund
Berry Cobb
Trang Nguyen
Julia Charvolen
Michelle DeSmyter

AC CHAT:

09:37:32 From Michelle DeSmyter : Dear all, Welcome to the New gTLD Subsequent Procedures call on Monday, 15 April 2019 at 15:00 UTC.
09:37:51 From Michelle DeSmyter : Agenda wiki page:
<https://community.icann.org/x/8hVIBg>
09:58:24 From Cheryl Langdon-Orr : Hi everyone
10:01:27 From Maxim Alzoba : Hello All, is anything shared?

10:01:31 From Steve Chan : Here is the link to the working document:
<https://docs.google.com/document/d/1VSrLyWvfAiwDP-pe-QhAokRVoY1rpnDhfTqViwo4-zc/edit#heading=h.59sih72hqjgr>

10:01:43 From Steve Chan : I'll share it again once more folks join

10:02:26 From Cheryl Langdon-Orr : Thanks @Steve

10:03:39 From Maxim Alzoba : sound seems to be fine

10:04:51 From julie.hedlund : Greg Shatan has his hand up.

10:06:15 From Susan Payne : could everyone who isn't speaking mute their microphones please - bottom RH corner

10:07:00 From Greg Shatan : The Zoom default is apparently all microphones on....

10:07:12 From Vanda Scartezini : sorry to a drive later...

10:07:25 From Vanda Scartezini : arrive

10:07:35 From Greg Shatan : Christa, Congratulations on your acronyms!

10:07:48 From Vanda Scartezini : thank you Cheryl

10:07:50 From Christa Taylor : ;-)

10:08:20 From Steve Chan : @Greg, indeed the default is a live mic upon entry at this point.

10:10:15 From Maxim Alzoba : what good is about zoom - you can use coffee icon

10:10:52 From ddd : I am here, but I cannot see my name among the participants

10:11:00 From daustin : It's Donna Austin. Why does my name come up as daustin?

10:11:13 From Michael_Flemming : I think thats the name of your computer

10:11:13 From Taylor Bentley (ISED, Government of Canada) : Cool feature. Thanks!

10:11:18 From Collin Kurre : You can rename yourself if you hover over your name

10:11:24 From Michael_Flemming : I mean profile.

10:11:29 From Michael_Flemming : I come up as Me

10:11:31 From Michael_Flemming : is that right?

10:11:31 From Susan Payne : was that something we can all do or just Cheryl? if the former, could you please go through that again?

10:11:35 From julie.hedlund : @ddd — You may need to scroll down the participants list to see your name.

10:11:36 From daustin : Thank you so much Cheryl

10:11:46 From Karen Day : That could be very entertaining

10:11:55 From Steve Chan : @Susan, are you talking about toggling between shared screens?

10:12:02 From Susan Payne : yes

10:12:09 From Anne Aikman-Scalese : Donna - it may have picked up your email address or login when you first logged in to Zoom

10:12:14 From Michael_Flemming : I am here too

10:12:17 From Michael_Flemming : But who am I?

10:12:19 From Steve Chan : And reminder, please mute your lines if you're not speaking. The default is a live line upon entry.

10:12:41 From Michael Flemming : There we go

10:12:42 From Karen Day : I see you in the list Annabeth :)

10:12:45 From julie.hedlund : I see you @Annebeth on the list.

10:12:51 From Steve Chan : @Susan, sure, we'll cover that again.

10:13:18 From Maxim Alzoba : it is possible to use 'pop out' on the top left corner of participants - to make it bigger

10:13:32 From Michael Flemming : I have Julie and Steve both sharing their screens

10:13:45 From Steve Chan : Nothing to add, thanks!

10:13:47 From Michael Flemming : Who am I supposed to look at?

10:14:21 From julie.hedlund : @Michael: You can look at the agenda (me) for now, but when we go to the Review of Summary Documents you can switch to Steve's screen.

10:14:27 From Kristine Dorrain : Apparently you can close the entire Zoom app while the audio is running and the chat is open. I can't figure out how to get it back so I'm going to try to close out and try again.

10:14:57 From Steve Chan : Hand raised now (I can't actually raise my hand)

10:15:14 From Kristine Dorrain : Oh, my now it's back. OK. Well I'm going to have a lot to learn.

10:15:30 From Cheryl Langdon-Orr : :-)

10:17:45 From julie.hedlund : @Cheryl: Actually the transcript will be the record for this meeting and will pick up Christa's SOI update.

10:18:11 From Steve Chan : @Susan, hopefully that was helpful :) If not, happy to go over it again.

10:18:36 From Susan Payne : @steve, thanks

10:18:43 From Vanda Scartezini : i use zoom on my business here so no big problems

10:19:18 From Maxim Alzoba : recording of zoom works well (my last conf call was available as a recording in 15 min with good quality)

10:23:33 From Donna Austin, Neustar : okay, thanks Cheryl

10:25:04 From Steve Chan : To put a finer point on the previous section, do the policy goals/what the WG is seeking to accomplish make sense? Do they seem complete? Do the concepts make sense?

10:26:52 From Steve Chan : Hi Cheryl, hand up for a quick clarifying point.

10:27:20 From Olga Cavalli : hi apologies for being lte, some issues with zoom but now its fine

10:29:05 From Susan Payne : @Steve that doe smake saense, ie I understand what you are saying, but that's pretty misleading not to have it in new ideas

10:30:05 From Susan Payne : yes, that would help

10:31:00 From Donna Austin, Neustar : I think Newstar should be Neustar :-)

10:31:30 From Steve Chan : i'm going to blame autocorrect :)

10:31:54 From Donna Austin, Neustar : Open the queue Cheryl

10:32:21 From Michelle DeSmyter : @Jamie - please let me know if you need a dialout

10:33:30 From Michelle DeSmyter : I am dialing Jamie now

10:34:12 From Cheryl Langdon-Orr : Phew!!!

10:34:16 From Cheryl Langdon-Orr : thanks Susan

10:34:29 From Maxim Alzoba : I must admit, overall quality of audio is better in Zoom

10:35:01 From Donna Austin, Neustar : no problem

10:36:17 From Maxim Alzoba : we had to use icannwiki for some processes (to evaluate what to do and how)

10:37:01 From Anne Aikman-Scalese : Agree with Jamie that community applications take longer to build.

10:37:35 From Maxim Alzoba : Also GEO applicants (cities) work on annual cycles (mayors offices are not too flexible due to heavy regulation)

10:39:06 From Justine Chew : Support Cheryl's remark on Communications Plan. Which is why we think more than 6 months may be needed.

10:39:33 From Cheryl Langdon-Orr : Noted Justine

10:40:53 From Maxim Alzoba : or at least non-objection from the relevant governments (for GEOs)

10:41:09 From Annebeth : I have to run, is there anything more from my side you need?

10:42:29 From Justine Chew : I suspect we may need to distinguish between communications period and application period.

10:42:41 From Anne Aikman-Scalese : Annebeth - thank you - what period would government applicants need between window open and application deadline?

10:43:20 From Jamie Baxter | dotgay : my larger comment is that I am most concerned the concept of time required for various application types is not reflected in the current docs, and I don't think that should be lost or dropped out of the conversation

10:43:24 From Maxim Alzoba : it seems to be Kavouss ... was

10:43:32 From Annebeth : #Anne, I am afraid that Olga is the right person to answer that - or perhaps Kavouss? Who is calling now?

10:44:14 From Anne Aikman-Scalese : I was thinking Work Track 5 might address. Thank you.\

10:44:37 From Annebeth : I will make a note of that, Anne, and ask Olga next meeting.

10:44:49 From Anne Aikman-Scalese : Thank you Annebeth!

10:47:44 From Vanda Scartezini : @annebeth - last time for instance, Sao paulo could not join due the short period because we were changing government at the time, besides it was also vacation summer period. guess governments need at least 6 months to guarantee pass through all the authorities needed. also my point would be the final time to apply shall fall in spring or autumn to avoid vacation on both hemispheres

10:49:29 From Flip Petillion : Apologies, I need to step out for a client meeting. Flip

10:50:30 From Steve Chan : For the comment from ICANN org about 2.2.3.c.1, that's referring to Applications Assessed in Rounds (full WG), in case that was not clear.

10:52:35 From Justine Chew : Yes, correct

10:58:21 From Cheryl Langdon-Orr : Sure did

10:59:04 From Donna Austin, Neustar : Can someone remind me what GSC is?

10:59:27 From Justine Chew : @Donna, GSC or GSE?

10:59:37 From Anne Aikman-Scalese (IPC) : This is a bit odd since Donna had said we were not considering questions now but now Steve says we are discussing new ideas. Very confusing.

10:59:43 From Justine Chew : @Donna, never mind ;)

10:59:49 From Steve Chan : Good point Donna, just added.

11:00:01 From Donna Austin, Neustar : Thanks Steve, I was confusing it with GSE.

11:00:36 From ALBERTO SOTO : Sorry, I have another meeting. Thanks,bye

11:01:43 From Anne Aikman-Scalese (IPC) : My screen is still holding on 2.4.2.c.2.1. Is there a reason it won't move?

11:01:49 From Steve Chan : @Anne, CLO will correct me if I am mistaken, but indeed, now is the time for substantive discussions - though focusing on new ideas/concepts.

11:02:15 From Steve Chan : I am on 2.4.2.c.6 :)

11:02:21 From Donna Austin, Neustar : @Anne, i'm up to c.6

11:02:38 From Vanda Scartezini : sorry Justine was not privately for you

11:02:57 From Vanda Scartezini : repeating here: help line is quite relevant- last time just because I knew who to call I got the info needed by the applicant, but someone not regular to ICANN would not get it

11:03:24 From Anne Aikman-Scalese (IPC) : No comment Cheryl - my screen is held back - don't know why

11:04:14 From Steve Chan : @Anne, not sure why your screen is not moving. Maybe toggle between the two share screens, maybe that will refresh the view?

11:04:58 From Anne Aikman-Scalese (IPC) : my screen is back on 2.4.2.c.2.1 - I don't know why it is doing that. will log off and log back in.

11:04:58 From Michelle DeSmyter : Sending Anne a private message as well

11:05:14 From Justine Chew : Or deploying online chat support not just for new gTLD applications to spread operational costs?

11:06:13 From Steve Chan : Sorry CLO, Donna, Kristine we missed that as well

11:06:16 From Cheryl Langdon-Orr : L plates with Zoom hands

11:06:22 From Cheryl Langdon-Orr : Sorry

11:07:06 From Kristine Dorrain : It seems like raised hands don't go to the top of the list? That is definitely a bug.

11:07:09 From Vanda Scartezini : @donna - WhatsApp could help for chat on line without cost

11:07:15 From Maxim Alzoba : e-mail is still quite fast for responses (and leaves traces)

11:07:26 From Cheryl Langdon-Orr : Fair point Donna, noted and phone/email support is still (I trust) a support method for all prospective applicants

11:07:33 From Maxim Alzoba : chats are quite informal

11:07:42 From Justine Chew : I wonder if ICANN could look at using a chatbox -- just throwing the idea out there.

11:07:58 From Kristine Dorrain : @Vanda, many large orgs cannot use WhatsApp

11:08:18 From Maxim Alzoba : to prove anything , applicants would have to use screenshots a lot , so e-mail is better in this

11:08:35 From Katrin Ohlmer : + 1 Maxim. Which issue from the 2012 round are we going to solve, anyway?

11:08:55 From Maxim Alzoba : the issue was lack of info to answer and not keyboards

11:09:06 From Justine Chew : +1 Maxim

11:09:14 From Rubens Kuhl : Most large orgs do not allow WhatsApp because its license doesn't allow professional use. That changes when one of the accounts is a Business account.

11:09:16 From Maxim Alzoba : yes

11:09:32 From Vanda Scartezini : yes Maxim if the help line really answers timely the email

11:09:53 From Rubens Kuhl : Have to drop now.

11:10:03 From Rubens Kuhl : Will hear the remaining part of the call, bye...

11:10:13 From Cheryl Langdon-Orr : Thanks Rubens

11:11:08 From Donna Austin, Neustar : It's a good point Kristine

11:11:59 From Donna Austin, Neustar : There's also a fine line about the type of support ICANN should be providing to applicants. They should not be providing coaching of any sort to applicants.

11:12:13 From Kristine Dorrain : +1 Donna.

11:12:40 From Cheryl Langdon-Orr : And it is important that the planary is **very clear** on what we are talking about in all this is we are making any recommendations

11:12:49 From Jamie Baxter | dotgay : +1 Christa .. i think it would be valuable data points to have

11:13:07 From Maxim Alzoba : +1 Donna, it is about client support

11:13:30 From Vanda Scartezini : + 1 Donna

11:13:30 From Kristine Dorrain : @Maxim, who is the client and what sort of support are you imagining?

11:13:45 From Kristine Dorrain : (I just want to be clear what we're discussing)

11:13:48 From Justine Chew : Yes, agree with Christa's point. Difficult and should not discriminate against interested parties who may not end up applying. We should look at communications as improving awareness also.

11:13:51 From Maxim Alzoba : Applicants -> paid to ICANN, customer relations after that

11:15:07 From Maxim Alzoba : sometimes it was a week

11:15:15 From Vanda Scartezini : yes Maxim, majority of question came after the applicant was inside the system, when some points are raised

11:15:56 From Vivek Goyal : +1 Maxim

11:15:57 From Kristine Dorrain : @VAnda, that is very helpful.

11:16:16 From Justine Chew : Is short response time already one of the metrics for communications strategy? If not, it should be.

11:19:19 From Susan Payne : Agree with Donna - although as to the need for greater support as one approached "crunch time", it is also important that an applicant hasn't left it to the 11th hour and then is expecting others to ICANN to answer questions that are arising because they haven't allowed enough time for the task

11:19:28 From Maxim Alzoba : the issue is, sometimes even SLA would not help (instead of resolution, another insignificant question added to trip the timer of SLA)

11:19:40 From Christa Taylor : To Donna's pointed out, it also overlaps with FAQ and suggesting answers to from prior questions and ensuring its updated in a timely manner

11:19:53 From Susan Payne : "others, ie ICANN" - sorry for typo

11:20:06 From Maxim Alzoba : the FAQs were created during the process, not before

11:20:25 From Donna Austin, Neustar : @Susan, I agree re the crunch time comment, it will be a difficult balance, but it may be that more staff are required at the end of the process rather than the beginning.

11:20:51 From Vanda Scartezini : yes a SLA all be in place for time to respond to any question , known by the applicant too

11:24:34 From Christopher Wilkinson : Trying to log on. Zoomit not yet on. CW

11:24:41 From Justine Chew : How does the themes/trends of "6 months may not be enough" reconcile with the earlier comments around 3 months period in earlier questions?

11:25:13 From Jamie Baxter | dotgay : @Justine .. i believe they are in conflict

11:25:27 From Maxim Alzoba : @Justine, governments do not work in such short manner (GEOs)

11:25:50 From Kristine Dorrain : Isn't the longer comm plan supposed to help address that?

11:26:12 From Kristine Dorrain : community or geo TLDs could start working right away...? (perhaps I'm being too simplistic)

11:26:26 From Justine Chew : @Jamie, @Maxim, agree. The ALAC believes 6 months is not enough which is why I asked my question.

11:27:12 From Maxim Alzoba : bye all, have to drop

11:27:51 From Jamie Baxter | dotgay : @Justine .. i'm on the same page as you. any plan must consider all applicant experiences in order to not disadvantage or discourage some

11:27:57 From Donna Austin, Neustar : I could argue that given there has been 7 years between now and the 2012 application window, that there has been a considerable communication period in terms of awareness and education about new gTLDs, and therefore the communications period doesn't need to be as long.

11:28:38 From Jamie Baxter | dotgay : @Donna .. i push back on that. although we are speaking about this, what is being done publicly to outreach to communities or others?

11:28:59 From avri doria : given how long it is going to take until this actually starts i think you have time for as long a comms period as you decide on.

11:29:00 From Justine Chew : @Donna, to whom?

11:29:30 From Steve Chan : Two hands up and one minute left

11:29:47 From julie.hedlund : @Donna & Cheryl: Donna's comments in the chat are part of the record :-)

11:29:59 From Christa Taylor : In WT1, there was an expectation that sufficient time to allow for outreach would occur and likely exceed the minimum 3 months

11:30:02 From julie.hedlund : Everything in the chat is part of the record, along with the transcript and the recording.

11:30:29 From Vanda Scartezini : thank you Julie.

11:30:48 From Susan Payne : I think there's an assumption that the comms period only runs after the AGB is finalised, but there can be plenty of general awareness raising before that

11:30:54 From Steve Chan : Monday, 22 April 2019 at 20:00 UTC for 90 minutes

11:31:27 From Vanda Scartezini : need to leave now. great call thank you

11:31:33 From Donna Austin, Neustar : Agree with Susan and the comment made by Avri

11:31:55 From Collin Kurre : Thanks all

11:32:02 From Donna Austin, Neustar : Thanks Cheryl

11:32:05 From Susan Payne : thanks Cheryl

11:32:06 From Katrin Ohlmer : Thanks Cheryl!

11:32:06 From Christa Taylor : Pretty good for the first zoom call!

11:32:12 From avri doria : bye, thanks

11:32:14 From julie.hedlund : Thanks everyone!

11:32:17 From Greg "Shazam" Shatan : Bye all!